

The Seafarer

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Customer Service Bulletin

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Navy FMT, FAT Transfer To FISC



By LTjg Eli Pabon

As of April 1, 2003, the Navy Food Management Team (NFMT), Norfolk and the Fleet Assist Team (FAT), Norfolk became members of the Logistics Support Center at FISC Norfolk. This move was a part of the NAVSUP transformation that is aimed at realigning NAVSUP to better serve the fleet.

The FAT was formerly a member of NEXCOM, but is now assigned to FISC for management. The FAT provides retail operations, habitability, and ship's store program assistance to ships located in the Norfolk region. They also support ships in Mayport, Fla. and have a member permanently assigned overseas in Naples, Italy to respond to requests from deployed ships. FAT assists include sup-

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Norfolk Navy/AMC Air Terminal wins 2002

Air Terminal of the Year Award

The Navy Air Terminal on Naval Station Norfolk has won the Air Mobility Command (AMC) Navy Air Terminal of the Year (large) Award for 2002. The award covered the period January - December 2002.

The award is presented annually by AMC to the Navy Air Terminal that demonstrates the highest levels of proficiency in cargo and passenger handling and movement. The Norfolk Navy/AMC Air Terminal competed with Naval Air Station Sigonella, Italy and Naval Air Station Rota, Spain for the award.



Norfolk Naval Station - Navy Air Terminal as seen from the air with the 2002 Air Terminal of the Year Award Trophy.

During the evaluation period, Norfolk Navy Air Terminal successfully managed workload increases of 120 percent in cargo throughput and 41 percent in aircraft handling in support of contingency operations. This feat was accomplished with only a temporary ten percent increase in manning and two additional 60K loaders. It also reduced terminating cargo port hold time by more than 50 percent through process re-engineering; established shipment consolidation and pallet building customization to meet customer requirements; and transported over 90,000 passengers and 43,000 tons of cargo on 5,518 airlifts.

While at this increased level of operation, the Air Terminal executed a 67-day runway closure of Norfolk's Chamber's Field. This required a relocation of aerial port operations to Langley Air Force Base in Hampton, transporting of over 12,000 military and dependent passengers; 4,800 tons of cargo and the accommodation of 615 AMC airlift flights. During this same period they continued to support:

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Former CO of FISC Norfolk and Two Others Selected for Flag

Navy Capt. William A. Kowba, Supply Corps, former commanding officer of FISC Norfolk, has been nominated for appointment to the grade of rear admiral (lower half). Kowba is currently serving as a strategic studies group fellow, Naval War College, Newport, R.I. Also selected were Capt. Martin J. Brown, Supply Corps, currently serving at Commander, Naval Supply Systems Command (N132), Arlington Detachment, Washington, D.C., and Capt. Michael J. Lyden, Supply Corps, currently serving as executive officer to the Director, Defense Logistics Agency, Washington, D.C.

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Welcome Back Atlantic Fleet Deployers

I would like to welcome back all the recently returned fleet units and congratulate them for their contributions to our Navy's mission across the globe and in particular, in support of Operation Iraqi Freedom and the Global War on Terrorism. We are proud of your accomplishments and glad to have you home safely.

It has been a busy time for us here at FISC in support of your preparations to deploy and in keeping the supplies and material flowing during your time away from the Hampton Roads area. We have also been busy with transformation and aligning our organization to better and more efficiently provide all our customers with the services and support they need to accomplish their missions. Throughout our changes, we are committed to mission accomplishment and intend for our changes to be transparent to you in terms of the support we deliver.

Our next Quarterly Supply Officer Conference is scheduled for July 23, 2003. I hope to see as many of you there as possible so that we can provide you with the latest information on the services we offer and so we can get your feedback on what we can do better to support you. In the meantime, your feedback is always welcome either through the Logistics Support Center or directly to me. Keep in touch!



Flag Officer Moves Scheduled

Commander, Naval Supply Systems Command (NAVSUP) has announced that RADM Linda J. Bird, SC, USN will relieve RDML Alan S. Thompson, SC, USN, as Commander, Defense Supply Center, Columbus, Ohio. RADM Bird is serving as Director, Supply, Ordnance and Logistics Operations Division, Office of the Chief of Naval Operations (N41), in Arlington, Va. RDML Thompson will relieve RADM Bird as Director, Supply, Ordnance and Logistics Operations Division, Office of the Chief of Naval Operations (N41), Arlington, Va.

Admiral William J. Fallon Selected as COMLANTFLT /FLTFORCESCOM by SECDEF Rumsfeld

Secretary of Defense Donald H. Rumsfeld announced today that the President has nominated Navy Adm. William J. Fallon for reappointment to the rank of admiral and assignment as commander, U.S. Atlantic Fleet and commander, Fleet Forces Command, Norfolk, Va. Fallon is serving as Vice Chief of Naval Operations, Washington, D.C.

New XO reports to FISC Norfolk

Captain Robert E. Bjelland, SC, USN, has reported aboard as Executive Officer, Fleet and Industrial Supply Center, Norfolk, Virginia.

A native of Brea, California, he enlisted in the Navy in August 1969 and was selected for commissioning as a Supply Corps Limited Duty Officer in April 1981. He was awarded a bachelor of science degree in business and an MBA from Brenau College, Gainesville, Ga. He is a graduate of the Advanced Executive Program at the Darden Graduate School of Business Administration, University of Virginia.

Captain Bjelland's sea tours include SK3 on *Richard B. Anderson* (DD 786); SK2 on *USS Brooke* (DEG 1); SK1(DV) on *USS Tuscaloosa* (LST 1187); SKC(DV/SW) on *USS O'Brien* (DD 975); Food Service Officer on *USS Samuel Gompers* (AD 37); Stores/ADP Officer on *USS Ajax* (AR 6); Stores Officer/ASO on *USS Iowa* (BB 61); Supply Officer on *USS Mobile Bay* (CG 53); and Supply Officer on *USS Arctic* (AOE 8).

Shore assignments include Naval Support Activity, Da Nang, RVN; Presidential Yacht *SEQUOIA*; Reserve Harbor Clearance Unit One, Det 419; Navy Supply Corps School as Retail Operations and Food Service Instructor; Material Control Officer at Naval Shipyard Pearl Harbor and Trident Refit Facility, Kings Bay, Ga.; Logistics Department Head at Afloat Training Group, Western Pacific; Configuration and Allowance Department head at the Naval Inventory Control Point, Mechanicsburg, Pa.; and head of the Logistics Operations Program Branch (N413), Office of the Chief of Naval Operations.

Captain Bjelland is qualified to wear the Surface Warfare Supply Corps Officer insignia, Navy Scuba Diver insignia and the Presidential Service Badge. He has been awarded the Legion of Merit, two Meritorious Service Medals, four Navy Commendation Medals, two Navy Achievement Medals, two Good Conduct Medals and various unit and campaign awards.



Air Terminal from Page 1

* Four Carrier Battle Groups and four Amphibious Readiness Groups simultaneously consisting of 420 aircraft, 52,000 personnel and 48 ships whose logistics requirements changed frequently.

* War fighters through movement of passengers, mail, and cargo during Operations Enduring Freedom, Fundamental Justice, Southern Watch Justice, Kosovo, and Counter Narcotics Operations.

* The airlift needs for three unified commanders, 50 OCONUS installations and 130 Navy-Marine Units worldwide.

* Direct airlift support for construction, outfitting and sustainment operations of Camps X-Ray and Delta at Guantanamo Bay ... 2,293 tons on 395 missions.

* Conducted airlift support for the Southwest Asia theatre of operations transporting 1,400 passengers and over 1,200 tons in unit movements on 250 missions.

The Navy/AMC Air Terminal is under the operational and administrative control of Fleet and Industrial Supply Center, Norfolk's Regional Program Manager for Supply and Logistics, whereas AMC manages almost all other military air terminals worldwide. With a staff of 189 civilians, 18 contractors, and eight active duty military personnel, the terminal boasts one of the best on-time delivery rates in the system. On average it services 480 aircraft, moving 9,000 passengers and 2,500 tons of cargo and mail every month. Lately however, due to the war effort, those

figures have jumped significantly. The key to the terminal's success can be attributed largely to low personnel turnover; the average experience level among civilian employees is 18 years. While the assigned military personnel rotate on a regular basis, the civilian workforce remains stable, with most beginning and ending their civil service careers at the terminal. The air terminal supports regularly scheduled channel flights to Keflavik, Iceland; Guantanamo Bay, Cuba; Roosevelt Roads, Puerto Rico; Rota, Spain; Naples and Sigonella, Italy; Bahrain, and the UAE. In addition, contingency missions are supported, as assigned by AMC, during periods of increased operational airlift demands worldwide.

On January 24, 2001 the ribbon was cut on a new state-of-the-art passenger air terminal. The Air Force-owned, Navy-operated terminal offers the latest in quality of life amenities including: computer terminals for passenger access to worldwide flight information and the Internet; direct satellite television with the latest news and other programming; a Navy Exchange cafeteria offering snacks, meals, and health foods; and, a complete play room for children. The terminal also features numerous security and anti-terrorism safeguards. It is one of the most modern Air Mobility Command terminals in the world. With the arrival of regionalization and future military infrastructure consolidation efforts, Norfolk's Air Terminal will continue to play an ever increasing role in the effective and efficient movement of passengers and cargo to virtually anywhere in the world.

Decision Reached in NAVSISA Streamlined A-76 Study

The Naval Supply Systems Command (NAVSUP), Mechanicsburg, Pa., announced that the Navy will retain in-house operation of training, facilities, mailroom, and administrative support at the Navy Supply Information Systems Activity (NAVSISA).

This decision is the result of a competitive study conducted in accordance with the Office of Management and Budget Circular A-76. The Streamlined Study is a method of conducting an A-76 Study that is specifically designed to review functions

where 65 or fewer Full-Time Equivalent employees are performing the work.

Training includes the development of instructional materials and curricula, workshops, classes, lectures, and seminars. Facilities entail the processing of work requests, redistributing automatic data processing equipment, relocating employees within NAVSISA, and the purchasing and processing of required materials. Mailroom support provides the daily pickup and distribution of mail within the command, and front desk and informational support to visitors. Administrative support covers office

support functions such as typing memorandums, answering telephones, scheduling meetings, preparing travel orders, and entering data into multiple systems.

The NAVSISA study included 58 civilians. The U.S. government's proposal called for a workforce of 30 civilian employees. The decision to retain the operations in-house was made after the streamlined cost comparison indicated that it was more cost effective to continue to perform the functions with Government personnel. This work will continue to be performed by NAVSISA employees.

DOL Grants \$2.6 Million To Military Spouses Dislocated From Base Jobs

The Department of Labor Secretary announced a National Emergency Grant of up to \$2.6 million that will aid up to 1,500 military spouses and Department of Defense civilian personnel who qualify as dislocated workers.

National Emergency Grants are part of the secretary's discretionary fund. A grant is awarded after a state or local workforce investment board submits a request and the grant guidelines are met. The project is scheduled to operate by the Pikes Peak Workforce Center.

Elaine L. Chao, DOL Secretary, said the services provided for program participants is based on local employer needs and the educational capabilities in the region.

"Helping all American workers who have lost their jobs remains a top priority for this administration," said Chao. For more information on the Department of Labor's unemployment and re-employment programs please go to <http://www.dol.gov>.

OTS Exceeds One Million System Transactions and 10,000 Users

One Touch Support (OTS) was designed to replace legacy systems known as Regional One Touch and Global One Touch, which provided similar functionality to allow users to perform various supply chain transactions over the Internet. The mandate for OTS was to provide equal to or better functionality plus improved system availability and logistics content of interest to users. Based on an evaluation of a number of metrics, it is safe to say that OTS has exceeded that mandate.

During a month of unprecedented system usage, the one-millionth supply system transaction was submitted to OTS in January 2003. January OTS usage broke records across the board for transactions, page hits, log-ins, MILSTRIP records sub-

mitted, and page views. MILSTRIP requisitions nearly doubled from December to January and MILSTRIP transactions totaling 124,908 were nearly 50 percent higher in January than any previous month.

Following the record transaction volume milestone in January, the 10 thousandth user registration was recorded in February when an employee from a Naval Aviation Support Activity registered to use the OTS system.

Except for an occasional minute here and there on a holiday, OTS is providing pages of information and data to users every minute of every hour, 7 days-a-week. There are users from small and large afloat units and the Marines who are true power users of the system. There are users lo-

cated in Guam, Guantanamo Bay, Japan, Iceland, Diego Garcia, Italy and Bahrain just to name a few. Besides the Navy and the Marine Corps, there are users from the Air Force, Defense Logistics Agency, universities, government laboratories, and defense contractors.

Systems transactions include requisitions, follow-ups, cancellations, modifiers and other MILSTRIP transactions, as well as requisition status, ship status detail, stock check and technical screening requests, and batch queries.

Users can select either low bandwidth (no graphics) or full graphics mode. Go online at <http://onetouch.navy.mil>.

DON e-Business Office Issues New Purchase Card Program Guidance



Purchase cardholders, approving officials and others involved in the purchase card program should be aware the DON e-business Office has assumed program management responsibilities for this critical program. The NAVSUPINST 4200.94, which has been the primary guide and “how to manual” for the purchase card, was cancelled effective September 19, 2002 and replaced by DON e-Business Operations Office Instruction 4200.1. While this instruction addresses the general policies, procedures and regulations governing the purchase card program, one of its best features is that individual desk guides are now available for the cardholder, the approving official, the Agency Program Coordinator and the head of the activity. These guides provide not only the rules and regulations, but also the information that each participant in the program needs in order to perform his or her specific job. The desk guides feature a detailed table-of-contents to make finding a topic easy and a step-by-step approach that most participants will find useful. The Citidirect process is covered using copies of the actual screens from Citidirect with both written directions and arrows pointing to the appropriate screen location to guide you through the process. In addition, there are appendices to cover “don’t buy” items, definitions, exceptions to the mandatory use of the purchase card for requirements less than \$2,500, the blocked merchant category codes, samples of delegation letters and “The Commanding Officer’s Top Ten Purchase Card Management Tips” which are a “must read” for all, not just the CO. If you would like to review or download this new instruction or look at other related purchase card information, visit the new website at <http://www.don-ebusiness.navsup.navy.mil/>.

President Appoints RADM McCarthy to JWOD Committee

Rear Admiral Justin D. McCarthy, SC, USN, Commander, Naval Supply Systems Command, Mechanicsburg, Pa., was appointed by President Bush to serve on the Committee for Purchase from People Who are Blind or Severely Disabled and was sworn in recently at the Committee offices in Arlington, Va.

The Committee is responsible for administering the Javits-Wagner-O'Day (JWOD) Act, a public law that requires the Federal Government to purchase products and services furnished by nonprofit agencies that employ individuals who are blind or have other severe disabilities. The JWOD Program currently employs nearly 40,000 Americans who are blind or have other severe disabilities as Federal contractors through more than 600 participating nonprofit agencies across the country.

Rear Admiral McCarthy is one of 15 members appointed to the Committee; 11 are federal executives representing the Departments of Agriculture, Air Force, Army, Commerce, Defense, Education, Justice, Labor, Navy, Veterans Affairs, and the General Services Administration; the remaining four members are private citizens who represent the employment interests of individuals who are blind or have other severe disabilities. The Committee determines which items will be added to the Federal Procurement List, which currently contains nearly 10,000 products and services.

Super SERVMART Grand Re-Opening

Super Servmart: A Team Committed to the Fleet

The Super SERVMART team appreciates the sacrifices, hard work and dedication made by "all" members of the Atlantic Fleet in their service to our country. Welcome home to the men and women who proudly served in Operation Iraqi Freedom. We intend to express our appreciation and gratitude by providing quality service to the men and women protecting the freedom we all cherish.

On May 22, 2003, Fleet and Industrial Supply Center (FISC), Norfolk, Management Consulting Incorporated (MANCON), Virginia Industries for the Blind (VIB) and the Super SERVMART vendors hosted a grand re-opening ceremony. Opening remarks were made by Captain L. V. Heckelman, commanding officer, FISC Norfolk. Guest speakers included Mr. Bob Berrang, VIB general manager and Mr. Rick Clarke, president of MANCON. Captain Heckelman also led other ceremonial events that included unveiling of the new MobileMart ("Big Blue"), a ribbon cutting ceremony, a tour of the store, and a cake cutting ceremony.

MobileMart, nicknamed "Big Blue", is the new mobile Super SERVMART store procurement system offered through Super SERVMART. It is simply a 40' trailer filled with approximately 200 line items for your shopping needs. It's a mini-Super SERVMART supply store on wheels parked at your front door step. We will use Big Blue to promote JWOD products and then tailor the products to meet each customer's requirements. Beginning on June 2, 2003 the MobileMart will be in full swing operating Monday through Friday, except for holidays. We have included the initial schedule in this publication. Also, the schedule will be posted on the FISC Norfolk web site and disseminated by the Logistics Support Representatives as soon as possible.

New: During MobileMart visits, if a customer requires purchases of more than \$2,500 the customer will need to FAX a completed DD-1149 to the FISC Norfolk purchasing agent at Super SERVMART, (757) 961-9551. Once the FISC Norfolk



Capt. L.V. Heckelman, commanding officer of FISC Norfolk; Bob Barrang, Virginia Industries for the Blind; and Mr. Rick Clark, president of MANCON cut the ribbon officially re-opening the Super SERVMART to its fleet and shore customers.

purchasing agent has placed the delivery order, Super SERVMART will deliver the products back to your command at no additional cost.

An electronic catalogue of items stocked in Super SERVMART is now available on CD ROM or 3.5 floppy disk that is available at the Super SERVMART Customer Service Desk. The in-store catalogue will be available on the FISC Norfolk home page (website) under Products and Services/ Super SERVMART (<http://www.nor.fisc.navy.mil>). This feature will allow you to update your catalogue without visiting the store.

Super SERVMART is located on the Norfolk Naval Station at 9610 Decatur Avenue (directly across from Pier 8 on the waterfront). Super SERVMART is open 0700 to 1600 Monday through Friday, except federal holidays. On-site technical support is available from participating vendors for every commodity group offered, and thousands more items than those stocked in the store are available through the special order service. Other services include delivery (no minimum order) to any Hampton Roads location, including just-in-time (JIT) delivery to support everything from ships'

deployment schedules, to coordinating deliveries to a central warehouse receiving location when timing is crucial to meet customer requirements.

There have been a few procedural changes with the transition to this new contract. For DD1149 purchases, the FISC Purchasing Agent will be issuing a delivery order vice a BPA call.

- Exchanges will not be allowed under delivery orders; however, credit memorandums can be issued for items returned under delivery orders.
- A single requisition for both in-store items and special orders (only those requiring less than a two week delivery timeframe) can be processed.

Commands that use a "Letter of Authorization" for shopping purposes are reminded that they must update their command's authorized shopper letter to Super SERVMART every six months or upon transfer of the cardholder or authorized shoppers. A Letter of Authorization **is not required** to shop at Super SERVMART. In order to assist our customers with complying with FAR Part 8, the entrance to the sales floor area has been relocated to directly behind the large roll up door main entrance. The entrance aisle to the store showcases JWOD, GSA and DLA items.

Questions about the store, products and/or its operation may be directed to one of the following personnel at Super SERVMART:

Contractor Personnel (MANCON)

Customer Service Desk
(757) 451-8030

Special Order Desk
(757) 451-8019

Special Order Expediter
(757) 961-9543 / 451-5249

Super SERVMART Store Manager
(757) 451-4956

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What you should know about SARS

The recent outbreak of severe acute respiratory syndrome, better known as SARS, has raised many questions worldwide. Many public health organizations are now working to find out how to effectively control this mysterious illness.

“The World Health Organization (WHO) and the Centers for Disease Control (CDC) have mounted a massive response to SARS, and they have done so because this virus causes severe illness and has spread from China to a number of countries,” according to Capt. Jeff Yund, director of preventive medicine and occupational health at the Bureau of Medicine and Surgery.

SARS is a respiratory illness that has been reported in Asia, North America and Europe. The WHO has reported 4,288 probable cases worldwide and 251 deaths as of April 23. In the United States, 39 probable cases have been reported, with no deaths.

The illness usually begins with a fever greater than 100.4 degrees Fahrenheit. The fever is sometimes associated with chills or other symptoms, such as headache, general discomfort and body aches. Some people also experience mild respiratory symptoms at the outset. In addition, SARS patients may develop a dry cough two to seven days after the onset of symptoms.

The typical incubation period for SARS is two to seven days, but in some cases can be as long as 10 days. The SARS outbreak is believed to derive from a previously unrecognized coronavirus.

Investigators have determined that the primary means of SARS transmission is through close person-to-person contact. Most cases have involved people who lived with or cared for someone who is infected, or had direct contact with infectious material, such as respiratory secretions. The infectious droplets are usually touched by someone, and then transmitted by touching the

eyes, nose or mouth. They can also be spread when an infected person coughs or sneezes particles into the air.

A few simple steps can help to prevent the spread of respiratory infection, including SARS. “Washing your hands frequently, especially if there are sick people around, is one of the best ways to help prevent transmission,” said Yund. “Touching your face less often, covering your mouth when you cough or sneeze, and decreasing unnecessary time spent close to others who are sick can also help.”

Currently, tests to indicate whether a person does indeed have SARS are being developed, but are not widely available. If someone shows the symptoms and suspects they may have SARS, they should visit their healthcare provider for diagnosis and treatment, being sure to disclose travel to outbreak areas and contact with potentially infected individuals.

CDC currently recommends that patients with SARS receive the same treatment that would be used for any patient with serious community-acquired atypical pneumonia of unknown cause. For a person with a suspected case of SARS, isolation, either at home or in the hospital, is used to minimize transmission of the virus to others.

Many military and government organizations, such as U.S. Pacific Command, have restricted personnel visits to geographic areas with reported cases of SARS. The U.S. State Department has also issued a travel advisory for areas including China, Hong Kong, Singapore and Vietnam.

The Department of Defense (DOD) is currently monitoring for disease trends and potential outbreaks. DOD is also working with CDC and WHO to help control the spread of SARS.

FISC Norfolk Det Philadelphia awards first NY Husbanding Contract

FISC Norfolk Det. Philadelphia recently awarded the first husbanding agent contract covering U.S. Navy ship visits to the New York City area to Inchcape Shipping Services in support of the Commander, North East Region.

As the husbanding contractor for the NYC area, Inchcape will be responsible for providing traditional pier side support services such as CHT / Oily waste removal, breasting barges, docking and piloting services, various security items, and more. The contract includes four separate docking sites around New York harbor: the Passenger Ship Terminal and the Intrepid Pier in mid-town Manhattan, the Stapleton Pier in Staten Island, and the Brooklyn Pier at the old Brooklyn Navy Yard.

As part of its contract, Inchcape will also be required to provide pier side support services during the Navy’s New York City Fleet Week celebration. Fleet Week involves a visit by several U.S. Navy ships, usually with one big deck as the centerpiece, and has traditionally been held annually during the week surrounding Memorial Day. In addition to the traditional husbanding agent services noted above, this contract covers several non-traditional, Fleet Week unique support services as well. These include, but are not limited to, such things as: arranging for mobile office spaces, berthing for large groups of US Navy security teams throughout the city, attendance at all Fleet Week planning meetings and establishing a representative at the Fleet Week Command Cell during this week long celebration.

The biggest advantages of a husbanding contract are that it establishes prices for a variety of services over a set period of time and provides “one stop shopping” for visiting Navy vessels. This significantly reduces the number of orders and invoices that each supply officer needs to process and creates one central point of contact for quicker and easier resolution of problems and fulfillment of emergent needs. The benefit should be especially evident for Fleet Week, where over a dozen and a-half individual purchase orders and contracts will be replaced by one task order issued to the husbanding contractor. This will also greatly simplify contract administration and streamline the payment process.

The period of performance for this husbanding contract is 12 months starting March 21, 2003 and ending March 20, 2004 with a provision for a one-year option period. The total ceiling value of the contract, inclusive of the one-year option, is \$1.3 million. If this contract is determined to be successful, husbanding agent initiatives will be pursued at other ports throughout the Northeast Region.

CNO Approves “A Culture of Readiness”

“Congratulations on your success in operation Iraqi Freedom. When the president called on the men and women of the United States Navy, you were ready. More than 160 ships surged half a world away to provide decisive combat power as part of our joint and coalition forces. You can be proud of your service at a time when the well-being of our nation depends upon the character and courage of the armed forces.

That kind of readiness didn't just happen. You made it a priority, we invested in it, and it paid off. It is imperative that we sustain this kind of focus and flexibility. I asked the Commander, Fleet Forces Command (CFFC) to develop an inter-deployment readiness profile that will improve our speed of response. As a result, CFFC, in concert with COMPACFLT, has developed the "Fleet Response Concept" (FRC). This FRC modifies current ship and squadron operating cycles by adjusting maintenance intervals along with training and manpower processes to increase unit availability for surge operations. These changes will be good for sailors and will improve our ability to meet the challenges of the 21st century. I have approved the FRC and tasked CFFC to develop a fleet response plan (FRP) to make the concept a reality.

Today's strategic environment requires naval forces that can deliver persistent, credible combat power through both rotational deployments and surge readiness. This is going to require a change in focus by both the fleet and our supporting commands. The FRP will help guide our inter-deployment readiness processes and milestones to create that more employable and responsive force.

Your contributions to Operation Enduring Freedom and Iraqi Freedom have been superb by every measure. Our ability to respond to future taskings will continue to be critically important to the war on terrorism. Our job is to provide the president with options; when called, we must be ready. I know your leadership and the genius of our sailors will ensure the FRP's success.”



Admiral Vern Clark, Chief of Naval Operations

Navy Integrated Call Center (NICC) 1-877-41TOUCH (1-877-418-6824) Integrated Voice Response (IVR) Main Menu Options

Option 1 - For stock or requisition inquiries, other supply information, or LSC services

Option 2 - To speak to a CSR for Fleet Ships and Aviation Support including Technical, Engineering and Logistics or Personal and Family Services Support including Chaplain, Medical or Personnel

Option 3 - To submit a recommendation to the Integrated Ships Maintenance and Supply Readiness Review team

Option 4 - For supply information from the DESEX system at NAVICP

Option 5 - To obtain assistance for ATAC or DLR inquiries, FOSSAC services, or NEXCOM, DPAS, and Smart Card inquiries

Option 6 - For assistance with ATMs-at-Sea or Navy Cash Card inquiries

Option 7 - For supply information from any of the DLA ICPs

Option 8 - To obtain problem resolution or assistance associated with Smart, ERP or SAP

[Also visit our web site at www.onetouch.navy.mil](http://www.onetouch.navy.mil)

LEADERSHIP FOCUS:

SHAPING OUR PEOPLE – SEA WARRIOR

To deal with today's new threats we need military capabilities that are flexible, light and agile, so we can respond quickly and with surprise. The same is true of the men and women, and the systems in the Department of Defense that support them. *SECDEF, Senate Government Affairs Committee, Jun 04*

Sea Warrior will serve as the foundation of warfighting effectiveness by ensuring the right skills are in the right place at the right time. It will develop naval professionals who are highly skilled, powerfully motivated, and optimally employed for mission success. *CNO, United States Senate Testimony, Apr 03*

SEA WARRIOR: Maximizing Human Capital - The process of developing 21st Century Sailors. (*Proceedings, June 2003*)

- The Power of Choice: Career Management - Makes sailors aware of skill conversion opportunities, identifies new career paths and training opportunities, and introduces them to a much wider array of job possibilities
- Advanced Technology: Utilizes off-the-shelf, corporate-tested products to include Knowledge Management programs, PeopleSoft, SkillsNet and advanced auction engines
- Perform to Serve: We now have a system where, by six months, you can know for sure your options for staying in or leaving the Navy... A tool that requires sailors to start planning much further out. (*Navy Times, Jun 09*)

The Navy's focus now is squarely on constituting the force – adjusting the way we maintain, train and deploy them for future employment ... that means a continued and concerted effort to properly shape that force by recruiting and retaining the very best and using the tools at our disposal wisely to balance out the skill mix. As in the case of Perform to Serve, our most important force shaping tool today. - *VADM Hoewing, GENADMIN, May 15*

Capt. Twigg to Take Helm of NOLSC

Rear Admiral Justin D. McCarthy, SC, USN, Commander, Naval Supply Systems Command (NAVSUP), has announced that Captain Jerrold Twigg, SC, USN, has been designated the prospective commanding officer of the newly formed Naval Operational Logistics Support Center (NOLSC).

The headquarters of this new command is intended to be located in Norfolk to align the command with both the Fleet Forces Command and the Joint Forces Command with which it will maintain close relations in support of forward-deployed operating forces. The three functional sub-components of NOLSC (petroleum management, transportation management, and ammunition management) will continue to function in their current locations as divisions of this new command.

Captain Twigg is currently the deputy commander for NAVSUP's information technology department in Mechanicsburg, Pa. Before his current assignment, Captain Twigg served as the supply officer at Naval Air Station Sigonella, Sicily, where he was actively engaged in developing operational logistics capabilities in support of forward-deployed Navy and Marine Corps forces.

"The Establishment of NOLSC will provide a central point of contact for operational logistics support issues impacting NAVSUP activities," said McCarthy.

Cmdr. Brett Sturken receives orders to DCMA San Diego



Commander Brett Sturken, SC, USN, FISC

Commander Brett Sturken, FISC Norfolk's Customer Service Officer has received orders and will be heading west to San Diego. His orders detail him to become the Commander, Defense Contract Management Agency San Diego.

The Defense Contract Management Agency (DCMA) is the Department of Defense (DoD) contract manager, ensuring acquisition programs are delivered on time, within cost, and meet performance requirements. DCMA is integral to the entire end-to-end acquisition process from pre-award through contract closeout. Managing more than 352,000 prime contracts with remaining work of more than \$90 billion, DCMA monitors more than 23,000 contractors.

DCMA is headquartered in Ft. Belvoir, Va., and structured into three Districts (East, West, and International) which oversee 70 contract administration offices responsible for contract management performed at over 900 operating location worldwide.

Commander Sturken will depart FISC Norfolk in August. His replacement is Capt. (SEL) Robert Carter who recently arrived at FISC Norfolk from the *USNS Saturn (TAFS 10)*.

Pier 7 to be completed in April 04



Two new double-deck piers have been completed at Naval Station Norfolk. Most of the piers were built just after World War II, but the oldest was built in the 1920s. The new design, by the Naval Facilities Engineering Command, will make life easier for sailors and maintenance personnel and will provide better mooring during heavy weather.

The concrete piers are 1,500 feet long and 93 feet wide. The lower deck is made of pre-cast pieces that fit together like building blocks. The upper deck is cast-in-place concrete. Each pier costs between \$35 and \$40 million, depending upon the amount of dredging and demolition needed, and takes about two years to build. Pier 6 was completed in November 2001 and Pier 2 in March 2002. A construction contract for the Pier 7 (pictured) was awarded in February 2002.

The first deck is enclosed with a nine-foot ceiling to allow trucks to service telephone lines, fiber optic cables, electric cables, and fuel, water and sewage connections. On current piers, these are under the piers where they are exposed to the elements and can only be accessed by boat at low tide.

The second deck will be 21 feet above water level and open. It will be used by ship's crews and visitors, and by vehicles bringing supplies and equipment to the ships. The taller piers will also provide more secure mooring in high winds.

Free Patriotic Coin from USAA

USAA would like to offer military members a free patriotic coin for your commitment to our nation. You do not need to be a member of USAA to receive this free gift.

Call 1-888-558-8825 and use the promotional code ASCN.

The front shows an eagle with wings and talons spread with a flag in the background. The words "Proud Member" "United States Armed Forces" are printed around the outside circle. The back shows a 5 point star with identifying each of the services: Army, Marines, Navy, Air Force, and Coast Guard between the stars legs. The words "United We Stand" "Defenders of Freedom" printed around the outside circle.

If you are a current USAA member you will have to enter either your USAA member number or SSN. The computer instructions will then ask you to enter a promotion code. Enter the numbers (2-1, 7-4, 2-3, 6-2) (PROMOTIONAL CODE ASCN).

New Address for Shipments to FISC Norfolk

Fleet and Industrial Supply Center Norfolk has a new address for overnight and sensitive deliveries that require a signature upon receipt. It is very important that a name be in the address line. Address mail to:

FISC Mail and Material Processing Center
Attn: Department/Code with name
9550 Decatur Ave.
Norfolk, VA 23511-3328

June 30 is Deadline For TSP Changes

Federal Employees that need to make changes to their Thrift Savings Plan have until June 30. The TSP is a retirement savings plan both for civilians who are employed by the U.S. Government and for members of the uniformed services.

Those wishing to enroll or change their contributions need to file a contribution election with their agency using the appropriate form. If the agency or service requires it, the following are appropriate automated systems: Employee Express, PostalEASE, or MyPay.

Those with questions about the required procedure for filing the contribution election should check with their agency's TSP representative.

The Form TSP-1 or Form TSP-U-1 is available at TSP's Web site at <http://www.tsp.gov>.

Anacostia selected as home for CNI

VADM Moore (Deputy Chief of Naval Operations) and RADM's Cole (Director, Ashore Readiness Division OPNAV (N46)) and Weaver (Commander, Naval District Washington) briefed CNO on options in the National Capital Region for locating Commander Naval Installations (CNI) Headquarters. In an earlier brief, the CNO decided on locating CNI HQ in the NCR vice options elsewhere in CONUS. The approved location for CNI HQ is in Building A168 at the Anacostia Naval Station just across the Anacostia River from the Washington Navy Yard. Building A168 is occupied principally by the Naval Media Center.

Super Servmart from page 5

Government Personnel (FISC)

For DD1149 purchasing questions - In-store FISC Purchasing Agent
(757) 443-1348

Contracting Officer's Representative (COR)

(757) 443-127

Super SERVMART personnel are committed to Customer Service. We believe it is not just a department, but also an attitude. We are committed to "Service to the Fleet". One customer recently stated on a survey "Since MANCON took over, SERVMART has done a complete turn around in customer service, special orders and product availability."

**MONTHLY DELIVERY SCHEDULE
FOR MOBILE MART "BIG BLUE"**

Week 1

Monday - Little Creek Admin - LOGSU - PWC Little Creek

Tuesday - Marine Corp Force Training - USCG Bear - USCG ISC Portsmouth

Wednesday - 1st Lt Norfolk -COMNAVAIRLANT- HM-14 - Sewells Point Safety - VAW-120 - VR-56 - Oceana Air Det Norfolk

Thursday - CBU 423- EOD Mobil Unit 10 -EOD Mobil Unit 2

Friday - Fort Story Headquarters - Naval Leader Training Unit

Week 2

Monday - ACU-4 - COMNAVREGMIDLANT- PWC Little Creek - USS Whidbey Island

Tuesday - EWTGLANT - MACS-24

Wednesday - 1st Lt Norfolk -COMNAVAIRLANT- HM-14 - Sewells Point Safety - VAW-120 - VR-56 - Oceana Air Det Norfolk

Thursday - US Dept of Transportation - USAALS-DAHT

Friday - Fort Story - Naval Leader Training Unit

Week 3

Monday - Little Creek Admin - LOGSU - PWC Little Creek

Tuesday - Marine Corp Force Training - USCG Bear - USCG ISC Portsmouth

Wednesday - 1st Lt Norfolk -COMNAVAIRLANT- HM-14 - Sewells Point Safety - VAW-120 - VR-56 - Oceana Air Det Norfolk

Thursday - CBU 423- EOD Mobil Unit 10 -EOD Mobil Unit 2

Friday - Fort Story Headquarters - Naval Leader Training Unit

Week 4

Monday - ACU-4 - COMNAVREGMIDLANT- PWC Little Creek - USS Whidbey Island

Tuesday - EWTGLANT - MACS-24

Wednesday - 1st Lt Norfolk -COMNAVAIRLANT- HM-14 - Sewells Point Safety - VAW-120 - VR-56 - Oceana Air Det Norfolk

Thursday - US Dept of Transportation - USAALS-DAHT

Friday - Fort Story - Naval Leader Training Unit

Navy FMT,FAT from page 1

port with accounting procedures; the Re-sale Operations Management (ROM II) computer system; cash handling and Navy Cash systems; merchandise planning, pricing and procurement; records closeout; inventory management; modernization; customer service; security; and all other areas of a ship's store operation.

Previously, the NFMT was aligned directly with NAVSUP, but its policy and management authority have been turned over to the FISC. The NFMT provides afloat training and/or assist visits consisting of on-the-job training in: proper food service techniques, service of food, sanitation, food safety, training and accounting, menu planning and nutrition, management awareness in progressive cookery, proper serving techniques, food service safety precautions, operating procedures, fire prevention, personnel hygiene; use of facilities, equipment, personnel, and other food service resources, automated food service records (FSM), financial returns, organization and operating procedures and much more.

Overall, the movement of these two teams into the LSC will be transparent to the customer. The NFMT and the FAT will continue to provide the same outstanding level of service that the fleet is accustomed to receiving. In fact, the inclusion of these two teams into the LSC benefits the customer by giving them a true "One Touch" point of contact for logistics support.



FISC Norfolk Key Telephone Numbers

| | DSN | Telephone | FAX |
|---|------------|------------------|------------|
| Commanding Officer | 646 | (757) 443-1001 | 443-1000 |
| Executive Officer | 646 | (757) 443-1001 | 443-1000 |
| Executive Director | 646 | (757) 443-1001 | 443-1000 |
| Public Affairs Officer | 646 | (757) 443-1013 | 443-1015 |
| Small Business Office | 646 | (757) 443-1435 | 443-1355 |
| Security Officer | 646 | (757) 443-1510 | 443-1537 |
| Counsel | 646 | (757) 443-1092 | 443-1090 |
| Reserve Coordinator | 646 | (757) 443-1012 | 443-1549 |
| Command Master Chief | 646 | (757) 443-1153 | 443-1512 |
| Acquisition Executive | 646 | (757) 443-1601 | 443-1605 |
| Operations Director | 646 | (757) 443-1628 | 443-1605 |
| Contract Operations (Fleet) | 646 | (757) 443-1375 | 443-1424 |
| Contract Operations (Ashore) | 646 | (757) 443-1347 | 443-1424 |
| Pierside Purchasing | 646 | (757) 443-1369 | 443-1376 |
| Purchasing Operations (Ashore/Overseas) | 646 | (757) 443-1370 | 444-1376 |
| Purchasing Operations (CONUS) | 646 | (757) 443-1394 | 443-1389 |
| Purchasing Operations (Habitability) | 646 | (757) 443-1444 | 443-4417 |
| Resource Management Director | 646 | (757) 443-1565 | 443-1583 |
| Business Operations Director | 646 | (757) 443-1077 | 443-1064 |
| E-Business | 646 | (757) 443-1502 | 443-1543 |
| Customer Operations Director | 646 | (757) 443-1165 | 443-1175 |
| Logistic Support Center | 646 | (757) 443-1861 | 443-1148 |
| Navy Integrated Call Center | | 1-877-418-6824 | 443-1175 |
| Material Operations Director | 646 | (757) 443-1264 | 443-1293 |
| Requirements Division | 646 | (757) 443-1271 | 443-1277 |
| Ocean Terminal | 564 | (757) 444-2395 | 444-2352 |
| ATAC | 565 | (757) 444-2060 | 445-8607 |
| Personal Property | 646 | (757) 443-3795 | 443-3737 |
| SERVMART | 646 | (757) 443-1273 | 443-1293 |
| Special Material | 564 | (757) 444-4037 | 444-3760 |
| HAZMAT | 564 | (757) 444-5809 | 443-1293 |
| Regional Navy Mail Center | 564 | (757) 444-9126 | 444-9796 |
| Fuels Officer | 262 | (757) 322-9003 | 322-9005 |
| Detachment Cheatham Annex | 953 | (757) 877-7100 | 887-7223 |
| Detachment Washington, DC | 288 | (202) 433-2901 | 685-0000 |
| Detachment Philadelphia | 442 | (215) 697-9550 | 697-9554 |
| Detachment Earle | 449 | (732) 866-2238 | 866-1106 |



Navy Integrated Call Center (NICC)

Navy Integrated Call Center
Provides supply and logistics information
24 Hours-a-Day, 7 Days-a-Week, 365 Days-a-Year

Just call

1-877-418-6824 (CONUS)

510-428-6824 (OCONUS)

or

Submit non-call requests

via

Email to niccnorfolk@navy.mil

or

SALTS to eby@salts.icpphil.navy.mil

or

FAX to 757-443-1655



**Save as ASCII text file
and send as attachment via
email or SALTS gram**

**Save as Microsoft text file
and send as attachment via
email or SALTS gram**

- For asset availability checks submit NIINS w/o dashes e.g. 123456789
- For release of NAVICP restricted material call 1-877-41 Touch and choose Option 1
- For requisition input submit data in 80 card column MILSTRIP

- For RRAM inquires submit data in 80 card column MILSTRIP format and populate card columns 74,75,76 with NNZ